

Public Safety, Arizona Department of

IT Vision

To design, improve, and maintain automated systems and communications and to provide the agency and Criminal Justice community users with the most effective, cost efficient and current capabilities available within Criminal Justice and Intelligence networks. These enhancements, for the end-user, extend the networks by assessing and evaluating current technologies for ease of operations.

IT Mission

To provide information services to internal and external DPS customers in support of public safety and to improve Department efficiency through automation and the application of new technology.

Goal 1

To improve support to DPS, criminal justice agencies, licensing agencies and the general public.

Objective 1

Maintain computer systems availability now at 99.7%

Current Situation

Maintaining the 99.7 goal. A new IBM z800 mainframe was installed in FY 2002. Funding was made available through the Arizona Criminal Justice Commission.

Performance Measures

- 1 Maintain availability at 99.7 Measure shows 100% as the GITA program will not take decimals. So consider the measure as reaching our objective 100%

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Quality	100	100	100	100	100

Objective 2

Upgrade central site computing power and storage capacity to meet user requirements.

Current Situation

An IBM z800 processor was installed in FY 2002. Additional processing power and capacity for storage will need to be addressed each fiscal year to keep up with growth.

Performance Measures

- 1 Measure is number of upgrades each fiscal year.

Status Un-Funded

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome			1	1	1

Objective 3

Purchase site licenses. Complete a review of the annual cost for software by July 2002.

Current Situation

Continue to work with GITA on Microsoft and other licensing options. Legislative appropriation for funding would greatly enhance the Agency's ability to complete this objective as current funding does not support such licensing.

Performance Measures

- 1 Reduce Individual Package Purchases by enrolling in the Microsoft Enterprise contract as negotiated by GITA. The measure is our initial estimates on annual cost in thousands of dollars.

Status Un-Funded

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	0	0	446	456	460

Objective 4

Enhance search capabilities in the Criminal History System.

Current Situation

Software install complete.

Performance Measures

- 1 Shorter search result lists are expected by the applications using it. Measure is the number of programs using the new algorithms. There are a total of 37 programs affected by this change.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Quality	20	0	15	22	37

Objective 5

Expand tracking software use throughout the Information System Services Section so all trouble calls are in a central repository.

Current Situation

Help desk software is currently only tracking personal computer service calls.

Performance Measures

- 1 Log all calls through a single help desk. Measure is a percent of all calls now going to a single number, as opposed to actual locations and type of calls for service.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	70	40	85	100	100

Objective 6

Implement a 3 year cycle for personal computer replacement

Current Situation

Currently un-funded. Computers requiring replacement have been identified.

Performance Measures

- 1 Number of PC's to be replaced each Fiscal Year

Status Un-Funded

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome		0	0	650	650

Objective 7

By June 30, 2006 Implement new IT Architecture that will enhance information sharing within DPS and external agencies.

Current Situation

Ageing infrastructure and architecture was severely limiting our opportunities to improve service levels. A new state of the art mainframe was installed in FY 2002 that positions us for future growth.

Performance Measures

- 1 Percent of new TCP/IP protocol replacing analog communications protocol. Measure is percent of conversion.

Status Un-Funded

Target 02	Actual 02	FY 03	FY 04	FY 05
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Category: Output		50	15	50	75	100
2	Mainframe systems converted to DB2 relational database from ADABAS. Measure is number of systems out of 83 total					
	Status Un-Funded					
		Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Output		2	0	0	43	83
3	ADABAS files migrated to DB2. out of a total of 140. As of FY 2002 none have been converted.					
	Status Un-Funded					
		Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Output		10	0	35	70	140
4	Implement Linux partition for IP printing. Measure is number of printers supported.					
	Status Un-Funded					
		Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome			0	60	120	300
5	Consolidate file servers with Linux. Measure is Number of servers consolidated.					
	Status Un-Funded					
		Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome			0	2	12	24
6	Browser enable two legacy systems. Measure is number enabled.					
	Status Un-Funded					
		Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome			0	2	2	2

Objective 8

Add data to the DPS Internet web-site home page by June 30, 2002, to disseminate information to customers, exchange laws and administrative rules with other states and regulatory agencies to increase awareness of the Concealed Weapons, Handgun Clearance and licensing processes.

Current Situation

Web page is currently in DOA's computer system and is active. Some rules are published on the web site. The site is scheduled for re-design and update based upon new requirements and the attainment of a full time Webmaster.

Performance Measures

- Users that can update their own data on the web sites. Currently the Sex Offender Unit and Human Resources can do this. Measure is # of sections that can update their data without technical assistance.

Status In Process

		Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome		2	2	4	6	8

Objective 9

Redesign application systems that should be replaced to meet current user/business needs

Current Situation

The applications have been identified for upgrade. Funding will be required to implement. A Fiscal Planning Issue will be submitted.

Performance Measures

- Redesign and program applications that are outdated. Measure is the number of applications replaced each fiscal year after funding. FPI will be submitted the next 2 year budget cycle.

Status Un-Funded

		Target 02	Actual 02	FY 03	FY 04	FY 05
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Category: Outcome

0	0	1	6	4
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Objective 10

Enable electronic disposition posting to the Central State Repository with two additional agencies each fiscal year.

Current Situation

Disposition reports are being submitted by two agencies electronically.

Performance Measures

- 1 Number of agencies submitting electronically by Fiscal Year.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	2	2	4	6	8

Objective 11

End-user query and reporting tool which can be used in a distributed environment to access mainframe data.

Current Situation

Programmer involvement is required for Ad Hoc reports

Performance Measures

- 1 Target for implementation is June 2004. A Fiscal planning Issue will be submitted if internal funds are not available at that time. Measure is number of ad hoc tools available.

Status Un-Funded

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	0	0	0	1	1

Objective 12

Develop a DUI reporting system funded by the Governor's Office of Highway Safety to implement an automated statistical Driving Under the Influence report for submission to GOHS.

Current Situation

Implemented in FY 2002. DPS now collects data for reports to GOHS by using personal computers with remote dial in access. This eliminated lengthy delays in gathering statistics and arriving at conclusions about the effectiveness of enforcement actions. Completed on schedule within budget

Performance Measures

- 1 Reporting system in place by 6/2002. Measure is the date implemented. A grant request to GOHS funded the project. The system went live during the Memorial Day weekend 2002.

Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Quality	200,000	2,002	0	0	0

Objective 13

Protection Order Registry for statewide ACJIS use in cooperation with the Arizona Office of the Courts(AOC)

Current Situation

Protection Orders are not entered into a standard system. The Sheriff's offices have independent systems making confirmation of Protection Orders difficult

Performance Measures

- 1 Provide access to the court Protection Orders through the ACJIS network by December 2003. Measure is completion in fiscal year 2004.

Status In Process

Target 02	Actual 02	FY 03	FY 04	FY 05
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Category: Outcome

2,002	0	0	1	1
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Objective 14

Carrying Concealed Weapons(CCW) Permit Unit queries. Provide the capability to inquire into other states files to confirm that a permit holder is currently authorized.

Current Situation

Criminal justice agencies have no way to confirm that an out-of-state permit is valid. We are awaiting standards to be set and automation by other states.

Performance Measures

- 1 Develop a transaction for inquiry into other states files to confirm validity of CCW permits by June 2004. Measure is completion year.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	2,002	0	0	2,004	0

Objective 15

Incident Based Reporting to convert the Uniform Crime Reporting system from a summary to detail.

Current Situation

Summary reporting does not have enough data to analyze crime and crime trends due to a lack of detail information. Without analytical data it is not possible to develop and measure crime reducing strategies.

Performance Measures

- 1 Convert all agencies to the National Incident Based Reporting System by 2008. Pilot with Phoenix PD and Yavapai County the first year. Others to follow. Measure is number of agencies submitting NIBRS data each fiscal year. Success of statewide implementation depends on agencies implementing NIBRS data in their computer systems to forward to DPS. Their own funds will be required to do this.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	2	0	2	5	10

Objective 16

Convicted Persons on Supervised Release(CPSR). Program and implement a new NCIC transaction for the ACJIS community.

Current Situation

This program was implemented in FY 2002. This provides information required so officers know whom to contact if a supervised person is encountered.

Performance Measures

- 1 Implement the new CPSR transaction on the ACJIS network by the end of April 2002. Measure is the year completed.

Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	2,002	2,002	0	0	0

Objective 17

Implement the Sex Crimes Network by June 30,2002

Accept Serial Crimes Reports from other agencies.

System will allow entry from DPS and other agency Serial Crime Reports. The system will also generate hits from the data base for other agencies.

Current Situation

Serial crimes go undetected because of dispersed data among agencies in their own files. A central repository will identify serial situations.

Performance Measures

- 1 Serial Crime Reports received from other agencies

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	150	0	300	300	300

- 2 Total Serial Crime Reports entered into the system from all sources.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	500	0	500	2,000	2,300

- 3 Hits provided to other agencies

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	50	0	300	300	300

Objective 18

Program NCIC 2000 changes for new formats and applications.

Current Situation

Work in progress. Agency placed as number one priority.

Performance Measures

- 1 On line validations and batch transfer. Measure is validations in FY 2004 Batch transfer in FY 2004

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	2,002	0	0	2,004	0

- 2 Remove Y2K Century windowing. Measure is percent of programs revised to eliminate windowing. This measure is completed.

Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	100	100	100	100	100

- 3 NCIC 2000 changes were implemented in existing ACJIS systems. Measure is percent complete. Completed on schedule in FY 2002.

Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	100	100	100	100	100

- 4 Two new NCIC systems to be developed in FY 2002 Convicted Persons on Supervised Release and Protection Orders completed. This goal completed on schedule.

Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	2	2	2	2	2

Objective 19

Replace analog 'dumb' terminals with personal computers

Current Situation

'Dumb' terminals cannot process images from NCIC 2000, and are limited to other criminal justice applications.

Performance Measures

- 1 Percent of terminals replaced by fiscal year.

Status Un-Funded

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	40	20	40	60	100

Goal 2

To improve Department efficiency through automation and the application of new technology.

Objective 1

Install Lotus Notes Email and Electronic document management software throughout the agency

Current Situation

Six of thirteen District offices are converted. Prescott and Flagstaff were installed in FY 2002.

Performance Measures

- 1 Have all 13 district offices using Lotus Notes by June 2004.

Prescott and Flagstaff were converted in FY2002.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	6	6	10	13	13

- 2 Remote access Email for area offices. Measure is number of areas with access. Total number is 32 area offices. Completed in June of 2002.

Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	15	32	32	32	32

Objective 2

Statewide gang analytical database with electronic exchange of data with major law enforcement agencies in Arizona and have fifteen agencies participating in FY 2004.

Current Situation

Central data base established. Working on providing access to law enforcement agencies.

Performance Measures

- 1 Eight agencies now participating. Additional agencies are modifying their data formats so they can participate. The larger agencies are now contributing.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	10	8	10	12	15

Objective 3

Access and utilization of MVD photo retrieval by October 30, 2001. Requirement includes increased access to the image system by making it available to Criminal Investigations personnel.

Current Situation

Access to MVD photos was implemented on schedule in October. Additional agencies are now being added.

This application has become a favorite for the criminal justice community users. ACJC awarded this application the 'Technology Innovation for 2002'.

Performance Measures

- 1 Access is now available to 55 agencies with 141 devices using a new transaction on ACJIS called Driver Query Photo (DQP).
Measure is number of devices with access.

This application was awarded the ACJC Technology Innovation award for 2002.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	50	141	300	600	1,200

Objective 4

Remove all COAX by June 2003, (in the main compound) and replace it with CAT5, 10/100 Base T wiring.

Current Situation

Three areas still need to be converted Training, Supply and the Armory

Performance Measures

- 1 Coax problems effect everyone on that circuit. Removal of coax will reduce the number of service calls for the agency. Measure is the number of coax lines converted. Three were to be converted. Two were converted in FY 2002. Only the DPS Training Section remains to be converted.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	2	2	3	0	0

Objective 5

Install a Computer Aided Dispatch System.

Current Situation

Vendor presentations in response to an RFI are being conducted. A RFP will soon be issued with a requirement to install in FY 2003 in Phoenix and Tucson, and Flagstaff in FY 2004.

Performance Measures

- 1 Have dispatch system installed in Phoenix and Tucson in FY 2003 and Flagstaff in FY 2004. Measure is total number of installations.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	0	0	2	3	3

Objective 6

By June 30, 2003, utilize technology and existing data to expand and streamline enforcement efforts throughout the state for the Commercial vehicle Safety units.

Current Situation

Not all officers have this capability, but the core officers in this unit are designed to.

Performance Measures

- 1 Expand to 65 officers transmitting inspections using SAFER via modem in FY 2004

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	55	55	55	65	65

- 2 Expand the ASPEN network by 4 law enforcement agencies.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	2	2	2	4	4

- 3 Expand the use of barcode readers for the capture of driver's license and carrier information to 55 by June 30, 2003,

Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome					

		0	55	55	55	55
4	Transmit 100% of commercial vehicle collisions from ALIS to Safety net by June 30, 2001, working with the Arizona Department of Transportation. Measure is percent of vehicle collision data transmitted from ALIS to SAFETYNET.					
	Status	Complete				
		Target 02	Actual 02	FY 03	FY 04	FY 05
	Category: Outcome					
		100	100	100	100	100
5	Five officers assigned to the Ports of Entry to interconnect between the Arizona databases and CVISN at the ports of entry.					
	Status	Complete				
		Target 02	Actual 02	FY 03	FY 04	FY 05
	Category: Outcome					
		0	5	5	5	5

Objective 7

Automate citations issued by the Highway Patrol by evaluating the National Model obtained from Iowa.

Current Situation

Citations are not entered into any data system at this time, and still are handled using paper.

Performance Measures

1	Complete evaluation of the Model in FY 2003.					
	Status	In Process				
		Target 02	Actual 02	FY 03	FY 04	FY 05
	Category: Input	1	0	1	1	1
2	Should the system be acceptable, begin system review and design in FY 2003.					
	Status	Un-Funded				
		Target 02	Actual 02	FY 03	FY 04	FY 05
	Category: Outcome	1	0	1	1	1
3	Pilot the proposed system using RAD approach. Complete the pilot in FY 2004.					
	Status	Un-Funded				
		Target 02	Actual 02	FY 03	FY 04	FY 05
	Category: Outcome	1	0	0	1	1
4	Program final citation system in FY 2004 if system design and acceptance prove beneficial.					
	Status	Un-Funded				
		Target 02	Actual 02	FY 03	FY 04	FY 05
	Category: Outcome	1	0	0	1	1
5	Should National Model be the accepted solution, complete citation system and turn over to production in FY 2004.					
	Status	Un-Funded				
		Target 02	Actual 02	FY 03	FY 04	FY 05
	Category: Outcome	1	0	0	1	1

Objective 8

Connect all personal computers to a LAN/WAN to maximize sharing of information By June 2005.

Current Situation

Most DPS computers are not on the network.

Performance Measures

1	Have LAN connection for central monitoring and updates by June 2004. Measure is % of personal computers connected to LAN/WAN which includes dial up.					
	Status	In Process				
		Target 02	Actual 02	FY 03	FY 04	FY 05
	Category: Outcome					
		60	40	60	80	100

Objective 9

Delivery of scientific reports to county attorneys and officers and maximize evidence control at all times by instituting a state-of-the-art, automated Laboratory Information and Management System (LIMS).

Current Situation

Enhancements completed and new LIMS system is installed at each laboratory. Communication lines connect each to headquarters in Phoenix. On-line receipt of lab analysis is currently unavailable.

Performance Measures

- 1 Implement upgrades to evidence rooms statewide and implement a new version of LIMS software at all Regional Crime Laboratories by January 1, 2001. Measure is number of Laboratory sites implemented out of 4 total.(Phoenix, Tucson, Lake Havasu, and Flagstaff)
Project complete.
Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	0	4	4	4	4
- 2 Complete LIMS upgrades and procedures for on-line reporting of Laboratory Examination Reports. Measure is percent of laboratory cases generating automated reports. On target for completion.
Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	25	50	75	100	100
- 3 Maintain LIMS system availability at 98%. Measure is percent availability each fiscal year.
Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome					

Objective 10

AZAFIS average system reliability, excluding scheduled downtime is maintained at no less than 98 percent, in compliance with Arizona Automated Fingerprint Identification System contract specifications during FY2002,FY2003 and FY2004,

Current Situation

Currently maintaining this standard.

Performance Measures

- 1 Average system availability, excluding scheduled downtime maintained at 98%. Measure is % of uptime
Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	98	98	98	98	98

Objective 11

Improve Arizona Board of Fingerprinting efficiency of operations through completion of the computer tie-in with the DPS ACCTRAK system by September 30, 2000.

Current Situation

Completed

Performance Measures

- 1 100% completion of the Board/ACCTTRAK programming
Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
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Category: Outcome

0	100	100	100	100
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Objective 12

DPS Vulnerable Adult system. Improve the efficiency of the Arizona Board of Fingerprinting operations through the completion of computer tie-in by December 31, 2000,

Current Situation

No tie-in to required records.

Performance Measures

- 100% completion of Board/Vulnerable Adult programming.

Status Complete

Category: Outcome

Target 02	Actual 02	FY 03	FY 04	FY 05
0	100	100	100	100

Objective 13

Restricted web site to enable the Arizona Board of Fingerprinting to review appeal information online.

Current Situation

Must print and circulate appeal information.

Performance Measures

- Measure is the number of web sites created. Only one is required.

Status Un-Funded

Category: Outcome

Target 02	Actual 02	FY 03	FY 04	FY 05
1	0	0	1	1

Objective 14

Automate the appeal process for the Arizona Board of Fingerprinting by June 30, 2003. Complete objective by connecting the restricted Board web site with the DPS ACCTRAK telephone system.

Current Situation

Appeal process has been automated but connection to ACCTRAK is not yet funded.

Performance Measures

- Appeal process automated in FY 2002.

Status Complete

Category: Outcome

Target 02	Actual 02	FY 03	FY 04	FY 05
0	1	1	1	1

- Connect appeal process to ACCTRAK.

Status Un-Funded

Category: Outcome

Target 02	Actual 02	FY 03	FY 04	FY 05
		0	1	1

Objective 15

Criminal Investigations Case Management System development. A Decision Package has been submitted and approved. Completion is scheduled for FY 2003.

Current Situation

A pilot system is being tested. Programs were obtained from another state and modified for DPS utilizing current standards and software in use by the Agency.

Performance Measures

- Installation of the system in FY 2003. Measure is number of systems installed. Only one is required.

Status In Process

Target 02	Actual 02	FY 03	FY 04	FY 05
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Category: Outcome

0	0	1	1	1
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Objective 16

Statewide digital microwave system upgrade.

Current Situation

The in-house design has been completed. A plan will now be developed with the assistance of a consultant. A Fiscal Planning Issue will be prepared for the next two year budget cycle to be presented to the Legislature. Measure shows the plan will be completed in FY 2004. A new goal for development and installation will be created at that time.

Performance Measures

- 1 Plan to be completed by end of FY 2004. Measure shows year of completion.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	0	0	0	2,004	0

Objective 17

Mobile data computer (MDC) system to replace obsolete analog microwave system.

Current Situation

Current system is outdated and no longer supported.

Requests for funding will continue to be submitted to the Legislature.

Performance Measures

- 1 By June 30, 2000, Complete in-house design.

Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	0		0	0	0

- 2 Submit a fiscal planning issue by June 30, 2000 and every year thereafter until funding is obtained. Measure is plan submissions.

Status Complete

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	0	0	1	1	1

- 3 Procure and begin installation after funding appropriated by the Legislature (FY 2003-2004.) Measure is implementation in two areas in FY 2004, Phoenix and Tucson metro areas. Two additional areas completed in FY 2005 and in all 16 districts encompassing the State by the end of FY 2006.

Status In Process

	Target 02	Actual 02	FY 03	FY 04	FY 05
Category: Outcome	2	0	0	2	4